




Damage in Transit Procedures Federal Government Vehicles Shipped to Consignee Locations

The consignee representative who signs to accept a motor vehicle, whether at an agency location or at a GSA selected marshaling site, must note all vehicle damage and missing equipment on the carrier's delivery inspection documents. The bill of lading/delivery receipt is an inspection delivery document used by all carriers. The document allows for more than one vehicle to be delivered on the same document. Space is provided on the form to allow for the annotation of transportation damages, missing items, as well as a remarks section. A copy of the document is shown below.


BILL OF LADING NO / WAYL558592

<p>E. and L. Transport Company L.L.C. 35005 Michigan Ave. Wayne, MI 48184 734-728-9500</p> <p>Ship to: ANY FORD DEALER 123 ANY STREET DEARBORN, MI</p> <p>Special Instructions:</p>	<p>Carrier Code: ELTP Shipper: FORD MOTOR COMPANY</p> <p>Driver: Truck: Dealer Code: F99999 Dispatch Date:</p> <p>Page: 1 Drop: 1 of 1</p>
---	--

Unit/Position/ Orientation	Vehicle Number	Description	Color	CUO Type/Int
1 / /	1FAPP13P1 WJ311775	ESCORT SE	4DR SEDAN GREEN	/
Loc: 2-10	/UAY			
Exceptions:				
2 / /	1FAPP13P2 WJ311784	ESCORT SE	4DR SEDAN BEIGE	/
Loc: 3-15	/UAY			
Exceptions:				
3 / /	1FAPP13P3 WJ311791	ESCORT SE	4DR SEDAN WHITE	/
Loc: 1-24	/UAY			
Exceptions:				
4 / /	1FAPP13P9 WJ313998	ESCORT SE	4DR SEDAN RED	/
Loc: 7-4	/UAY			
Exceptions:				
5 / /	1FAPP13P9 WJ311794	ESCORT SE	4DR SEDAN GREEN	/
Loc: 12-22	/UAY			
Exceptions:				
6 / /	1FAPP13P7 WJ311793	ESCORT SE	4DR SEDAN GREEN	/
Loc: 3-18	/UAY			
Exceptions:				
7 / /	1FAPP13P7 WJ311781	ESCORT SE	4DR SEDAN SILVER	/
Loc: 2-17	/UAY			
Exceptions:				
8 / /	1FAPP13P4 WJ311772	ESCORT SE	4DR SEDAN WHITE	/
Loc: 1-18	/UAY			
Exceptions:				
9 / /	1FAPP13P5 WJ311780	ESCORT SE	4DR SEDAN WHITE	/
Loc: 2-23	/UAY			
Exceptions:				
10 / /	1FAPP13P3 WJ313995	ESCORT SE	4DR SEDAN BLUE	/
Loc: 5-12	/UAY			
Exceptions:				
11 / /	1FAPP13P3 WJ311793	ESCORT SE	4DR SEDAN GREEN	/
Loc: 1-28	/UAY			
Exceptions:				
12 / /	1FAPP13P3 WJ311742	ESCORT SE	4DR SEDAN WHITE	/
Loc: 1-34	/UAY			
Exceptions:				

<p>REMARKS DEALER: _____</p> <p>Dealer Signature: _____</p> <p>Date: ____/____/____ Time: ____:____:____ H.</p>	<p>REMARKS DRIVER: _____</p> <p>Driver Signature: _____</p> <p>Date: ____/____/____ Time: ____:____:____ H.</p>
---	---

Inspectors should confirm the presence of keys, spare tires, owner's/operator's manuals, floor mats, etc. **The carrier driver should also sign his or her name on the carrier's delivery inspection documentation (delivery bill of lading).**

Within twenty four hours of vehicle delivery, the consignee representative should contact the nearest local Ford dealership for repair. The representative should provide the dealer with the coded and signed delivery receipt form. This will allow the dealer to submit a warranty claim and receive payment for the repair. If a question arises as to the handling of the repair, please contact a member of the Federal Government Sales Department for further assistance. Contacts are:

Debra Hairston	(313)390-1095	Sandy Charkowske	(313)390-1262
Bob Matschekowski	(313)390-1283	Tina Woolum	(313)390-1324

NOTE: A Ford Dealer will only repair vehicle damage and/or replace missing equipment if it is noted on the carrier's delivery bill of lading. It may also be helpful to take a copy of this document to the dealership.

Ford Motor Company is not responsible for theft or for damage occurring at consignee locations nor for transportation damage or loss not noted on the delivery receipt or reported within 24 hours.

Coding System for Bill of Lading/Delivery Receipt and Loss & Damage Claims

IMPORTANT: Damage codes must be noted in the space immediately below the appropriate VIN. No other notations should be made on this document.

Use the following five-digit code system to document damage or loss on the Bill of Lading/Delivery Receipt and on the Loss & Damage claim form:

- The first two digits describe the area of damage and/or shortage.
- The next two digits indicate the type of damage.
- The last digit indicates the severity (size of damage area).

The codes and corresponding explanations are included in the charts below.

Damage Area Codes (First and Second Digits)

01 Antenna / Antenna Base	53 Sun Roof / T-Top
02 Battery	54 Undercarriage/other
03 Bumper/cover/ext. front	55 Cargo area, other
04 Bumper/cover/ext. rear	56 Vinyl/Convertible top/Tonneau cover
05 Bumper guard/strip - front	57 Wheel covers/Cap/Rings
06 Bumper guard/strip - rear	58 Radio speakers
07 Door, back cargo, right (t)	59 Wipers, all
08 Door, back cargo, left (t)	60 Special use
09 Door, right cargo	61 Box interior, pickup

10	Door, left front	63	Rails, truck bed/light bar
11	Door, left rear	64	Deflector/spoiler, rear
12	Door, right front	65	Luggage Rack (strips) / Drip Rail
13	Door, right rear	66	Dash/instrument panel
14	Fender, left front	67	Cigarette lighter/ashtray
15	Qtr panel or pickup box left	68	Carpet, front
16	Fender, right front	69	Center post, right
17	Qtr panel or pickup box right	70	Center post, left
18	Front floor mats	71	Corner post
19	Rear floor mats	72	Left Front Tire
20	Glass windshield	73	Left Front Wheel / Rim
21	Glass rear	74	Left Rear Tire
22	Grille	75	Left Rear Wheel / Rim
23	Accessory bag / box	76	Right Rear Tire
24	Headlight/cover/turn signal	77	Right Rear Wheel / Rim
25	Lamps-fog/driving/spot light	78	Right Front Tire
26	Headliner	79	Right Front Wheel / Rim
27	Hood	80	Cowl
28	Keys	81	Gas/cap cover
29	Keyless remote	82	Fender, left rear (t)
30	Mirror, outside left	83	Fender, right rear (t)
31	Mirror, outside right	84	Tools/jack/spare-tire mount + lock
33	Audio/video player	85	Communication/GPS unit
34	TV/DVD screen	86	Parking sonar system
35	Rocker panel / Outer Sill - left	89	Tire hitch, wiring harness tow hooks
36	Rocker panel / Outer Sill - right	90	Frame
37	Roof	91	Exhaust system
38	Running board / step left (t)	92	License bracket
39	Running board / step right (t)	93	Steering wheel
40	Spare tire/wheel	94	Seat, left front
42	Splash panel / Spoiler - Front	95	Seat, right front
44	Gas tank	96	Seat, rear
45	Tail light / Hardware	97	Carpet, rear
48	Trim panel, left front	98	Interior
49	CD changer separate unit	99	Engine compartment, other
50	Trim panel, right front		
52	Deck lid/tail gate/hatchback		

Damage Type Codes (Third and Fourth Digits)

01	Bent	18	Moulding/Emblem/Weatherstrip Damaged
02	Broken	19	Moulding/Emblem/Weatherstrip Loose
03	Cut	20	Glass Cracked
04	Dented	21	Glass Broken
05	Chipped	22	Glass Chipped
06	Cracked	23	Glass Scratched
07	Gouged	24	Marker Light / additional turn light damage
08	Missing	25	Decal/Paint Stripe Damaged
09	Scuffed	29	Contamination, Exterior
10	Stained or Soiled	30	Fluid Spillage, Exterior

11 Punctured	34 Chipped Panel Edge
12 Scratched	36 Incorrect Part or Option Not As Invoiced
13 Torn	37 Hardware - Damaged
14 Dented Paint Not Damaged	38 Hardware - Loose, Missing

Damage Severity Codes (Fifth Digit)

1 Damage up to and including 1" in length/diameter - less than 3 cm
2 Damage over 1" up to and including 3" in length/diameter 3cm to 8cm
3 Damage over 3" up to and including 6" in length/diameter over 8cm to 15cm
4 Damage over 6" up to and including 12" in length/diameter over 15cm to 30cm
5 Damage over 12" length/diameter - over 30cm
6 Missing

Late/After Hours Deliveries

When deliveries are made after business hours, follow these steps:

- Note the date and time of delivery on the bill of lading/delivery receipt.
- The carrier must write the following statement on the bill of lading/delivery receipt:

"Vehicles received at the close of or after regular business hours, subject to later inspection."

NOTE: Do not sign the bill of lading/delivery receipt for late deliveries without the above statement. In other words, if the vehicle is delivered after business hours and there is no **authorized consignee representative** present to inspect the vehicle, **DO NOT ALLOW an unauthorized person to sign the bill of lading/delivery receipt.**

- When business hours are resumed, immediately inspect the vehicles for in-transit loss and damage.
- Either notify the carrier in writing (certified mail with return receipt recommended or fax with date stamp confirmation) of any damages or shortages, including any concealed damage or shortage, or return the signed copy of the carrier bill of lading/delivery receipt within 2 business days of the delivery. The 2 business day window begins with the start of business the next day after the night drop. Failure to properly notify the carrier within the proper time frame could relieve the carrier of liability, making it necessary for Ford to chargeback such claims to the dealer.

NOTE: In order to ensure payment of the claim by Ford Motor Company, the consignee representative must be able to prove that the carrier was notified of damages or shortages. Therefore, please ensure that one of the above-mentioned methods are used for notification.

If there are any questions or concerns regarding this process, contact a member of the Federal Government Sales Department for further clarification.

Paperless Delivery Receipts

United Road has launched a paperless process with delivery of vehicles. The overall process of delivery is exactly the same. You have most likely already been introduced to these concepts through companies like UPS, FedEx and Staples.

If the drop is an STI/Night Drop delivery; the driver will sign the handheld and check the “STI” box.

You will have the ability to print a copy of the delivery receipt via the web at www.unitedroad.com if necessary. In addition, you can register an email address from this site where when deliveries occur the bill of lading will be automatically sent to the email address(s) registered.

First, please access our website @ www.unitedroad.com

Click on **Delivery Receipts** along the task bar of the home page.



Select **Search by VIN** and enter the last eight of the VIN in the box as it appears below and click **submit**.

Enter Last 8 of VIN

If the Bill of Lading is available for viewing the following dialog box will appear. Your location will appear in the destination box and will be highlighted in blue; click on destination name to view the Bill of Lading.

Load Number	Order ID	VIN	Destination	Unit ID	Register Email*
4143512	4138203	7BXXXXXX	YOUR LOCATION	3953946	REGISTER

Register your email to associate it with this Destination. Once you have registered your email, you can login to the system using only your email address and it will automatically give you a list of all vehicles delivered within the last 30 days.

Register (All Fields are required)

First Name

Last Name

Email Address

Confirm Email

Auto Send me email when vehicles are delivered ☒

If you would like to receive your Bill of Ladings via email you will need to check this box to set up the auto send feature.

Reporting Vehicle Damage - Vehicles Delivered After Hours Using Paperless Delivery Receipts

Print a copy of the delivery receipt per the instructions listed above. Write the appropriate damage codes for in-transit loss and damage on the receipt.

Either notify the carrier in writing (certified mail with return receipt recommended or fax with date stamp confirmation) of any damages or shortages, including any concealed damage or shortage, or return the signed copy of the carrier bill of lading/delivery receipt within 2 business days of the delivery. The 2 business day window begins with the start of business the next day after the night drop. Failure to properly notify the carrier within the proper time frame could relieve the carrier of liability, making it necessary for Ford to chargeback such claims to the dealer.

NOTE: In order to ensure payment of the claim by Ford Motor Company, the consignee representative must be able to prove that the carrier was notified of damages or shortages. Therefore, please ensure that one of the above-mentioned methods are used for notification.

Within twenty four hours of vehicle delivery, the consignee representative should contact the nearest local Ford dealership for repair. The representative should provide the dealer with the coded and signed delivery receipt form. This will allow the dealer to submit a warranty claim and receive payment for the repair. If there are any questions or concerns regarding this process, contact a member of the Federal Government Sales Department.